CUMBERLAND PUBLIC LIBRARY
Technology Plan

A. Mission Statement

The mission of the Cumberland Public Library is to provide each citizen of Cumberland with equal access to information and ideas in varied formats, so that they may seek educational, social and cultural growth, supporting the primary Constitutional right of intellectual freedom. Information technology will be implemented in the library to ensure equal access to information resources for all Cumberland citizens, regardless of age, sex, religious or ethnic background, political affiliation, educational or physical ability or economic status.

B. Assessment

The library currently has thirty-one stations offering online access to our catalog, as well as the Internet and access to an online encyclopedia, periodicals index, a business database, and other online services. Nineteen of these also have Microsoft Office 2000. Four other OPAC stations offer access to our catalog, but not to the Internet. Additionally, five stations in the children's room have educational games. Circulation staff have access to four PC's for use in circulation. The reference staff uses three PC's to assist patrons, prepare promotional signs and brochures, update the webpage and to process ILL's. The children's staff has two PC's for access to the online catalog and the Internet, update the webpage and to create signs and display materials. Technical services uses three PC's for cataloging, ordering materials, making covers and inserts, and creating the new book list and an additional PC for printing book spine labels. Administration and staff use four PC's to process bills, maintain budgets, send letters, and create press releases and promotional materials. The library has a Windows 2000 server, which allows sharing of documents and printers, and provides additional security to the public PC's using Group Policies. The phone system was upgraded in February of 1998 to include automated attendant and voicemail. All data wiring in the library is Category 5. Switches

and routers are on a rack in a secured room, with access to patch panels for the 153 hardwired data drops and 28 phone drops. The library currently has three switches, which have the potential to hold 70 computers. The switch is the gateway for the Internet access and to the CLAN database, which was recently upgraded to a T-1 line. The library will continue to take advantage of discounts and services available through its membership in the CLAN consortium.

C. Goals

➢ To provide free public access to the electronic information resources on the Internet.

➢ To promote the mission of the library through the strategic use of information technology.

➢ To offer educational programs and/or assistance to the community on the use of information technology.

➢ To streamline and make library operations more efficient by use of new technologies.

➢ To stay abreast of state-of-the-art developments for possible incorporation into the library's system.

D. Objectives

By December 2003:

➢ Set up individual training sessions for patrons on use of the IPAC in the library.
Responsibility: Reference staff

➢ Create a brochure explaining how to use the library's online catalog, IPAC.
Responsibility: Technology Coordinator.

➢ Send quarterly press releases to the newspapers advertising the library's webpage as well as remote access databases, including IPAC.
Responsibility: Technology Coordinator.

➢ Set up a wireless mobile computer lab for patron workshops in word processing, operating systems and Internet.
Responsibility: Technology Coordinator.

➢ Replace printers in computer room with laser printer and print server.
Responsibility: Technology Coordinator.

➢ Expand mobile training lab to 10 laptops.
   Responsibility: Technology Coordinator.

By December 2004:

➢ Increase Internet workshops for patrons by 25%.
   Responsibility: Technology coordinator.

➢ Upgrade one-third of the PCs to current standards.
   Responsibility: Technology Coordinator.

➢ Visit high school to offer online database training.
   Responsibility: Young Adult Librarian and Technology Coordinator.

➢ Purchase and install a self-checkout station for circulation.
   Responsibility: Circulation Supervisor and Technology Coordinator.

➢ Maintain LAN, continuously monitoring available new technologies to incorporate into expansion of the system.
   Responsibility: Technology Coordinator.

➢ Extend wireless access capabilities to Children's Program room.
   Responsibility: Technology Coordinator.

➢ Investigate using digital photo ID library cards for added security and control.
   Responsibility: Technology Coordinator and Circulation Supervisor.

By December 2005:

➢ Upgrade one-third PCs to current standards.
   Responsibility: Technology Coordinator.

➢ Begin upgrading patron cards to new digital photo ID cards
   Responsibility: Technology Coordinator and Circulation Supervisor.

➢ Obtain funds to install TV monitors at strategic points to display Power Point presentations advertising library programs, hours, etc.
   Responsibility: Technology Coordinator.

E. Staff Training Plan

➢ First year: Send staff who provide reference assistance to the public to a minimum of two Internet workshops.
   Responsibility: Library Administration.

➤ First year and ongoing: Review and revise job descriptions to acknowledge need for increasing expertise in the use of technology and to adapt to changes in the library science field and provide training if necessary.

➤ Responsibility: Individual staff members and their supervisors, with approval of Library Administration.

➤ Second year: Send assigned staff to LAN and server administration training.

➤ Responsibility: Library Administration.

➤ Third year: Send staff who provide reference assistance to the public to a minimum of two advanced Internet workshops.

➤ Responsibility: Library Administration.

➤ Fourth year: Send assigned staff to webmaster training.

➤ Responsibility: Library Administration.

➤ Plan Evaluation

➤ The success of the plan will be judged on the ability of the library to meet the objectives and time lines set forth. The plan will be reassessed in July of each year to evaluate progress and modify objectives if necessary.

Approved by the Board of Trustees, February 25, 2003.